

Element Performance Inspection (EPI) Data Collection Tool
1.3.1 Maintenance Program (AW)
Revision#:3 Revision Date:09/15/2009

ELEMENT SUMMARY INFORMATION

Scope of Element:

Purpose (operator's responsibility): To establish an organization and describe a program for the performance and approval of maintenance on their aircraft. The operator must be able to maintain complete responsibility regardless of who does the work.

Objective (FAA oversight responsibility): To determine:

- The effectiveness of the operator's procedures in meeting the desired output of the process,
- If the operator follows its procedures, controls, process measurements, and interfaces, and
- If there were any changes in the personnel identified by the operator as having responsibility and/or authority, for the Maintenance Program.

Specific Instructions:

These questions apply to all persons performing maintenance for the operator regardless of who performs the observed maintenance.

- Review the current Maintenance Program and ensure it is the same as authorized in the operator's current Operations Specifications part "D"
- Review and use the guidance listed for each question to determine the adequacy of the operators process.

This performance assessment measures these Maintenance Program element outputs:

- Airworthiness Responsibility
- Maintenance Manuals
- Maintenance Organization
- Accomplishment and Approval of Maintenance and Alterations

In addition it will verify outputs associated with:

- Aircraft configuration and parts conformity
- 14 CFR part 121 subpart AA; Continued Airworthiness and Safety Improvements

Related EPIs:

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SUPPLEMENTAL INFORMATION

Regulatory Requirements:

D.072, Operations Specifications

D.077, Operations Specifications
D.078, Operations Specifications
D.080, Operations Specifications
D.085, Operations Specifications
D.087, Operations Specifications
D.091, Operations Specifications
D.097, Operations Specifications
D.485, Operations Specifications
43.13, Performance rules (general)
43.16, Airworthiness Limitations
43.3, Persons authorized to perform maintenance, preventive maintenance, rebuilding, and alterations
43.7, Persons authorized to approve aircraft, airframes, aircraft engines, propellers, appliances, or component parts for return to service after maintenance, preventive maintenance, rebuilding, or alteration
91.413, ATC transponder tests and inspections
119.43, Certificate holder's duty to maintain operations specifications.
119.65, Management personnel required for operations conducted under part 121 of this chapter.
119.67, Management personnel: Qualifications for operations conducted under part 121 of this chapter.
121.1105, Aging airplane inspections and records reviews.
121.1107, Repairs assessment for pressurized fuselages
121.1113, Flammability reduction means
121.133, Preparation.
121.135, Manual contents
121.153, Aircraft requirements: General.
121.343, Flight recorders
121.344, Digital flight data recorders for transport category airplanes
121.344a, Digital flight data recorders for 10-19 seat airplanes
121.363, Responsibility for airworthiness.
121.365, Maintenance, preventive maintenance, and alteration organization.
121.367, Maintenance, preventive maintenance, and alterations programs.
121.369, Manual requirements.
121.373, Continuing analysis and surveillance.
121.375, Maintenance and preventive maintenance training program.
121.378, Certificate requirements.
121.379, Authority to perform and approve maintenance, preventive maintenance, and alterations.
121.380, Maintenance recording requirements.
121.709, Airworthiness release or aircraft log entry.
121 App..B, SRR 121 Appendixes
121 App..M, SRR 121 Appendixes

Related CFRs & FAA Policy/Guidance:

Related CFRs:

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FAA Policy/Guidance:

FAA Order 8300.13, Repair Assessment Program
FAA Order 8900.1, Volume 3, Chapter 18, Section 6
FAA Order 8900.1, Volume 3, Chapter 43
FAA Order 8900.1, Volume 4, Chapter 14, Section 8
FAA Order 8900.1, Volume 6, Chapter 2, Section 28
FAA Order 8900.1, Volume 6, Chapter 11, Section 14
FAA Order 8900.1, Volume 6, Chapter 11, Section 23
FAA Order 8900.1, Volume 10, Chapter 6, Section 3
FAA Notice 8900.58, Integration of Aircraft Fuel Tank Maintenance and Inspection Instructions into a CAMP/Aircraft Inspection Program
AC 20-131A, Airworthiness Approval of Traffic Alert and Collision Avoidance Systems (TCAS II) and Mode S Transponders
AC 20-141A, Airworthiness and Operational Approval of Digital Flight Data Recorder Systems
AC 25.571-1C, Damage Tolerance and Fatigue Evaluation of Structure
AC 43-6B, Altitude Reporting Equipment and Transponder System Maintenance and Inspection
AC 91-56B, Continuing Structural Integrity Program for Airplanes
AC 120-16E, Air Carrier Maintenance Programs
AC 120-79, Developing and Implementing a Continuing Analysis and Surveillance System
AC 120-97, Incorporation of Fuel Tank System Instructions for Continued Airworthiness into Operator Maintenance or Inspection Programs
AC 120-98, Operator Requirements for Incorporation of Fuel Tank Flammability Reduction Requirements
Policy Statement PS-ANM100-1986-00055, Structural Integrity Limits in Primary Aircraft Structure
Policy Statement PS-ANM100-1989-00048, Policy Regarding Impact of Modifications and Repairs on the Damage Tolerance Characteristics of Transport Category Airplanes
Policy Statement PS-ANM100-1993-00047, Policy Regarding Fail-safe Features of Structures Designed to the Damage Tolerance Requirements of 25.571

EPI SECTION 1 - PERFORMANCE OBSERVABLES	
Objective: The tasks and questions in this section of the EPI are designed to assist in determining if the operator follows its written procedures and controls and meets the established performance measures of the process. The initial series of questions address the output(s) of the process and the last several questions address whether or not various aspects of the process were followed.	
Tasks	
	The inspector shall accomplish the following tasks:
1	Review the information listed in the Supplemental Information Section of this DCT.
2	Review policies, procedures, instructions, and information for this element.
3	Review the most recently accomplished Safety Attribute Inspection (SAI) for this element.
4	Observe the performance of this element to gain an understanding of the procedures, instructions, and information.
5	Discuss this element with the personnel who perform the duties and responsibilities required by the process.

Questions		
1.1	Do the duties, responsibilities, and authority of personnel observed performing and managing the maintenance process match those described in the operator's manual? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.2	Regardless of who performed the observed maintenance activity, were the operator's maintenance manual procedures/instructions adequate to ensure the continued airworthiness of the aircraft or parts thereof being maintained? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.3	Regardless of where the aircraft was located or who performed the maintenance; did the operator's organization maintain control over the maintenance being performed? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.4	Was scheduled maintenance recorded in accordance with the operator's procedures? Note(s): <i>One traditional way of recording this information is to complete work/task forms that include maintenance instructions when the work has been accomplished.</i> Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	<p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Verify that no person has described in any required maintenance entry or form of an aircraft airframe, engine, component part, and if applicable propeller as being overhauled unless it meets the requirements of 14 CFR part 43.2(a). (JTI ID: 81) <i>Sources:</i> 43.2(a)(1); 43.2(a)(2) 2. Verify that no person has described in any required maintenance entry or form of an aircraft airframe, engine, component part, and if applicable propeller as being rebuilt unless it meets 14 CFR part 43.2(b). (JTI ID: 86) <i>Sources:</i> 43.2(b) 	
1.5	<p>Was unscheduled maintenance recorded in accordance with the operator's procedures?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the air carrier operated maintenance facility or outsource provider that all required inspections (RII) are performed. (JTI ID: 99) <i>Sources:</i> 121.369(b)(6) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.6	<p>Was maintenance, preventive maintenance, and alterations of airframes and parts thereof performed in accordance with the operator's procedures?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft to observe if maintenance personnel are using the methods, techniques, and practices prescribed in the Certificate Holder's manual. (JTI ID: 5) <i>Sources:</i> 121.367(c); 43.13(c) 2. If the operator is authorized and uses the provisions of a contractual agreement for the maintenance of the operator's aircraft using a contractor's approved Continuous Maintenance Program, check at the outsource provider that all maintenance performed including structural inspection, power plant shop maintenance, and aircraft component shop maintenance in accordance with the contractor's methods, standards, and procedures. (JTI ID: 29) <i>Sources:</i> D.077; D.077 i 3. If the operator is authorized and uses the provisions of a contractual agreement for the maintenance of the operator's aircraft and are limited to the specific maintenance functions, check at the aircraft that all maintenance accomplished under this authorization is in accordance with the contractor's approved Maintenance Program. (JTI ID: 32) <i>Sources:</i> D.078 a 4. If the Certificate Holder is authorized to maintain leased foreign-registered aircraft listed in the Operation Specification, check at the air carrier operated maintenance facility and ensure the weight and balance control is accomplished in accordance with the Certificate Holder's approved weight and balance program. (JTI ID: 42) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	<p><i>Sources:</i> D.087 g</p> <p>5. Check at the air carrier operated maintenance facility or outsource provider that all required inspections (RII) are performed. (JTI ID: 99)</p> <p><i>Sources:</i> 121.369(b)(6)</p>	
1.7	<p>Was the performance of maintenance, preventive maintenance, and alterations of aircraft engines and parts thereof conducted in accordance with the operator's procedures?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft to observe if maintenance personnel are using the methods, techniques, and practices prescribed in the Certificate Holder's manual. (JTI ID: 5) <i>Sources:</i> 121.367(c); 43.13(c) 2. If the operator is authorized and uses the provisions of a contractual agreement for the maintenance of the operator's aircraft using a contractor's approved Continuous Maintenance Program, check at the outsource provider that all maintenance performed including structural inspection, power plant shop maintenance, and aircraft component shop maintenance in accordance with the contractor's methods, standards, and procedures. (JTI ID: 29) <i>Sources:</i> D.077; D.077 i 3. If the operator is authorized and uses the provisions of a contractual agreement for the maintenance of the operator's aircraft and are limited to the specific maintenance functions, check at the aircraft that all maintenance accomplished under this authorization is in accordance with the contractor's approved Maintenance Program. (JTI ID: 32) <i>Sources:</i> D.078 a 4. If the Certificate Holder is authorized to maintain leased foreign-registered aircraft listed in the Operation Specification, check at the air carrier operated maintenance facility and ensure the weight and balance control is accomplished in accordance with the Certificate Holder's approved weight and balance program. (JTI ID: 42) <i>Sources:</i> D.087 g 5. Check at the air carrier operated maintenance facility or outsource provider that all required inspections (RII) are performed. (JTI ID: 99) <i>Sources:</i> 121.369(b)(6) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.8	<p>Was the performance of maintenance, preventive maintenance, and alterations of propellers and parts thereof conducted in accordance with the operator's procedures?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft to observe if maintenance personnel are using the methods, techniques, and practices prescribed in the Certificate Holder's manual. (JTI ID: 5) <i>Sources:</i> 121.367(c); 43.13(c) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	<p>2. If the operator is authorized and uses the provisions of a contractual agreement for the maintenance of the operator's aircraft using a contractors approved Continuous Maintenance Program, check at the outsource provider that all maintenance performed including structural inspection, power plant shop maintenance, and aircraft component shop maintenance in accordance with the contractor's methods, standards, and procedures. (JTI ID: 29) <i>Sources: D.077; D.077 i</i></p> <p>3. If the operator is authorized and uses the provisions of a contractual agreement for the maintenance of the operator's aircraft and are limited to the specific maintenance functions, check at the aircraft that all maintenance accomplished under this authorization is in accordance with the contractor's approved Maintenance Program. (JTI ID: 32) <i>Sources: D.078 a</i></p> <p>4. If the Certificate Holder is authorized to maintain leased foreign-registered aircraft listed in the Operation Specification, check at the air carrier operated maintenance facility and ensure the weight and balance control is accomplished in accordance with the Certificate Holder's approved weight and balance program. (JTI ID: 42) <i>Sources: D.087 g</i></p> <p>5. Check at the air carrier operated maintenance facility or outsource provider that all required inspections (RII) are performed. (JTI ID: 99) <i>Sources: 121.369(b)(6)</i></p>	
1.9	<p>Was the performance of maintenance, preventive maintenance, and alterations of appliances and parts thereof conducted in accordance with the operator's procedures?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the aircraft to observe if maintenance personnel are using the methods, techniques, and practices prescribed in the Certificate Holder's manual. (JTI ID: 5) <i>Sources: 121.367(c); 43.13(c)</i></p> <p>2. If the operator is authorized and uses the provisions of a contractual agreement for the maintenance of the operator's aircraft using a contractors approved Continuous Maintenance Program, check at the outsource provider that all maintenance performed including structural inspection, power plant shop maintenance, and aircraft component shop maintenance in accordance with the contractor's methods, standards, and procedures. (JTI ID: 29) <i>Sources: D.077; D.077 i</i></p> <p>3. If the operator is authorized and uses the provisions of a contractual agreement for the maintenance of the operator's aircraft and are limited to the specific maintenance functions, check at the aircraft that all maintenance accomplished under this authorization is in accordance with the contractor's approved Maintenance Program. (JTI ID: 32) <i>Sources: D.078 a</i></p> <p>4. If the Certificate Holder is authorized to maintain leased foreign-registered aircraft listed in the Operation Specification, check at the air carrier operated maintenance facility and ensure the weight and balance control is accomplished in accordance with the Certificate Holder's</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable</p>

	<p>approved weight and balance program. (JTI ID: 42) <i>Sources:</i> D.087 g</p> <p>5. Check at the air carrier operated maintenance facility or outsource provider that all required inspections (RII) are performed. (JTI ID: 99) <i>Sources:</i> 121.369(b)(6)</p>	
1.10	<p>Was the performance of maintenance, preventive maintenance, and alterations of emergency equipment and parts thereof conducted in accordance with the operator's procedures?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft to observe if maintenance personnel are using the methods, techniques, and practices prescribed in the Certificate Holder's manual. (JTI ID: 5) <i>Sources:</i> 121.367(c); 43.13(c) 2. If the operator is authorized and uses the provisions of a contractual agreement for the maintenance of the operator's aircraft using a contractors approved Continuous Maintenance Program, check at the outsource provider that all maintenance performed including structural inspection, power plant shop maintenance, and aircraft component shop maintenance in accordance with the contractor's methods, standards, and procedures. (JTI ID: 29) <i>Sources:</i> D.077; D.077 i 3. If the operator is authorized and uses the provisions of a contractual agreement for the maintenance of the operator's aircraft and are limited to the specific maintenance functions, check at the aircraft that all maintenance accomplished under this authorization is in accordance with the contractor's approved Maintenance Program. (JTI ID: 32) <i>Sources:</i> D.078 a 4. If the Certificate Holder is authorized to maintain leased foreign-registered aircraft listed in the Operation Specification, check at the air carrier operated maintenance facility and ensure the weight and balance control is accomplished in accordance with the Certificate Holder's approved weight and balance program. (JTI ID: 42) <i>Sources:</i> D.087 g 5. Check at the air carrier operated maintenance facility or outsource provider that all required inspections (RII) are performed. (JTI ID: 99) <i>Sources:</i> 121.369(b)(6) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.11	<p>Did the operator accurately classify repairs and alterations as either major or minor?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.12	<p>Were the operator's shift change procedures effective in relaying the status of work in progress to the oncoming shift?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	<p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the Aircraft during a shift change, that work that is not completed as a result of the shift change or similar work interruption completes a turnover document to ensure that the exact status of all phases of "maintenance in progress" is accurately transferred between shifts in accordance with the Certificate Holder's design. (JTI ID: 135) <i>Sources: 121.369(b)(9)</i> 2. Check at the Air Carrier Operated Maintenance Facility during a shift change, that work that is not completed as a result of the shift change or similar work interruption completes a turnover document to ensure that the exact status of all phases of "maintenance in progress" is accurately transferred between shifts in accordance with the Certificate Holder's design. (JTI ID: 136) <i>Sources: 121.369(b)(9)</i> 3. Check at the Outsource Provider during a shift change, that work that is not completed as a result of the shift change or similar work interruption completes turnover document to ensure that the exact status of all phases of "maintenance in progress" is accurately transferred between shifts in accordance with the Certificate Holder's design. (JTI ID: 137) <i>Sources: 121.369(b)(9)</i> 	
1.13	<p>Were personnel who performed the observed maintenance trained, qualified, authorized, and listed to do so?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.14	<p>Were personnel who determined the adequacy of the observed maintenance trained, qualified, authorized, and listed to do so?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.15	<p>Was maintenance performed by other persons done in accordance with the conditions described by the operator?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.16	<p>Was the aircraft appropriately returned to service after maintenance was performed?</p> <p>Note(s): <i>An Airworthiness Release Form or log entry is used to return the aircraft to service. The following four certifications are required prior to issuing a return to service:</i></p> <ul style="list-style-type: none"> • <i>The work was performed in accordance with the requirements of your manual,</i> • <i>All items required to be inspected were inspected by an authorized person who has determined the work was satisfactorily completed,</i> • <i>No known condition exists that would make the aircraft non-airworthy,</i> • <i>So far as the work is concerned the aircraft is in conditions for safe operation.</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	
1.17	<p>Were the facilities and equipment adequate for the maintenance being performed?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.18	<p>Were procedures followed for evaluating and ensuring that an aircraft listed on D085 is airworthy prior to revenue service?</p> <p>Note(s): <i>Use FAA Order 8900.1 Volume 10, Chapter 6, Section 3, along with the reference Federal Aviation Administration (FAA) regulatory and advisory guidance, as a guide for evaluating aircraft configuration with Title 14 of the Code of Federal Regulations (14 CFR).</i></p> <p><i>The aircraft listing may also contain the operator's aircraft that are not in revenue service. This includes, but is not limited to, aircraft that are undergoing heavy maintenance, in storage, awaiting parts, newly purchased, or in STC maintenance. However, the operator must have procedures specifying how these aircraft are handled. This applies to 14 CFR parts 121, 125, and 135 operators regardless of the "kind of operations" conducted.</i></p> <p><i>Foreign registered aircraft records must show the aircraft meets the foreign certifying country's continuing airworthiness maintenance requirements.</i></p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.19	<p>During observed maintenance did the operator use approved parts?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.20	<p>Were procedures for aircraft cleaning followed? (e.g., cleaning of seat cushion covers, carpet, etc. - including materials used for cleaning and flame-proofing materials after dry cleaning)?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p>Related Performance JTIs:</p> <ol style="list-style-type: none"> 1. Check at the air carrier aircraft and ensure the instructions and information for aircraft cleaning, including materials used for cleaning and flame proofing materials after dry cleaning (Ref. 14 CFR part 43.13, are of enough scope and detail to safely accomplish the task). (JTI ID: 134) <i>Sources: FAA Order 8900.1, Volume 3, Chapter 43, Paragraph 3-3382, F19</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.21	<p>Did aircraft identified in 14 CFR part 121.1105 being used in revenue service meet the aging aircraft requirements?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	<p>Note(s): <i>The operator must notify the Administrator that the records and aircraft will be made available for inspection and records review no less than 60 days prior their availability.</i></p> <p><i>If an aircraft has passed the date specified in 14 CFR part 121.1105, it may not operate until the Administrator has completed the aging airplane inspection and records review.</i></p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	
1.22	<p>Did the operator follow the Aircraft Certification Office (ACO) approved repair assessment guidelines for the aircraft identified in Table 1 of its operation specifications D097?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. If the Certificate Holder operates Airbus model A300- (excluding the - 600 series), and the airplane has reached the flight cycle implementation time of (for model B2 36,000 flights), and (for model B4-100 and B4-2C, 30,000 flights above the window line and 36,000 flights below the window line), and (for model B4-200, 25500 flights above the window line and 34,000 flights below the window line), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 10) <i>Sources:</i> 121.370(a)(1)(i); 121.370(a)(1)(ii); 121.370(a)(1)(iii) 2. If the Certificate Holder operates British Aerospace Model BAC 1-11, and the airplane has reached the flight cycle implementation time of 60,000 flights (For all models of the British Aerospace BAC 1-11), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 11) <i>Sources:</i> 121.370(a)(2) 3. If the Certificate Holder operates Boeing Model 707, and the airplane has reached the flight cycle implementation time of (For all models of the Boeing 707, the flight cycle implementation time of 15,000 flights), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 12) <i>Sources:</i> 121.370(a)(3) 4. If the Certificate Holder operates Boeing Model 720 airplanes and the airplane has reached the flight cycle implementation time of (For all models of the Boeing 720, the flight cycle implementation time is 23,000 flights.), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 13) <i>Sources:</i> 121.370(a)(4) 5. If the Certificate Holder operates Boeing Model 727 airplanes and the airplane has reached the flight cycle implementation time of (For all models of the Boeing 737, the flight cycle implementation time is 60,000 flights), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	<p>instructions and procedures are being followed. (JTI ID: 14)</p> <p><i>Sources:</i> 121.370(a)(5)</p>	
6.	<p>If the Certificate Holder operates Boeing Model 737 airplanes and the airplane has reached the flight cycle implementation time of (For all models of the Boeing 737, the flight cycle implementation time is 60,000 flights), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 15)</p> <p><i>Sources:</i> 121.370(a)(6)</p>	
7.	<p>If the Certificate Holder operates Boeing Model 747 airplanes and the airplane has reached the flight cycle implementation time of (For all models of the Boeing 747, the flight cycle implementation time is 15,000 flights), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 16)</p> <p><i>Sources:</i> 121.370(a)(7)</p>	
8.	<p>If the Certificate Holder operates McDonnell Douglas Model DC-8, airplanes and the airplane has reached the flight cycle implementation time of (For all models of the McDonnell Douglas DC-8, the flight cycle implementation time is 30,000 flights), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 17)</p> <p><i>Sources:</i> 121.370(a)(8)</p>	
9.	<p>If the Certificate Holder operates McDonnell Douglas Model DC-9/MD-80 airplanes and the airplane has reached the flight cycle implementation time of (For all models of the McDonnell Douglas DC-9/MD-80, the flight cycle implementation time is 60,000 flights), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 18)</p> <p><i>Sources:</i> 121.370(a)(9)</p>	
10.	<p>If the Certificate Holder operates McDonnell Douglas Model DC-10 airplanes and the airplane has reached the flight cycle implementation time of (For all models of the McDonnell Douglas DC-10, the flight cycle implementation time is 30,000 flights), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 19)</p> <p><i>Sources:</i> 121.370(a)(10)</p>	
11.	<p>If the Certificate Holder operates Lockheed Model L-1011 airplanes and the airplane has reached the flight cycle implementation time of (For all models of the Lockheed L-1011, the flight cycle implementation time is 27,000 flights), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 20)</p> <p><i>Sources:</i> 121.370(a)(11)</p>	
12.	<p>If the Certificate Holder operates Fokker Model F28 airplanes and the airplane has reached the flight cycle implementation time of (For the Fokker F-28 Mark 1000, 2000, 3000, and 4000, the flight cycle implementation time is 60,000 flights), check at the air carrier maintenance facility or outsource provider that the approved repair assessment guidelines, and instructions and procedures are being followed. (JTI ID: 21)</p>	

	Sources: 121.370(a)(12)	
1.23	<p>For those aircraft identified in 14 CFR part 121.1109 did the operator perform damage-tolerance-based inspections of fatigue critical surfaces?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.24	<p>For those aircraft identified in 14 CFR part 121.1111 did the operator perform FAA approved Electrical Wiring Interconnection Systems (EWIS) instructions for continued airworthiness?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.25	<p>For those aircraft identified in 14 CFR part 121.1113 did the operator perform FAA approved Fuel Tank Safety Instructions for Continued Airworthiness?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.26	<p>For those aircraft identified in 14 CFR part 121.1117 did the operator perform FAA approved Flammability Reduction instructions for continued airworthiness?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.27	<p>Did the operator follow its procedures when conducting inspections after abnormal occurrences?</p> <p>Note(s): <i>Examples of abnormal occurrences include; hard landings, over-weight landings, and drift landings resulting in excessive side/drag load; lightning strikes; severe turbulence; high brake energy stops; extreme maneuvers; speed limitations exceeded; and heavy stall buffet etc.</i></p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.28	<p>Did the operator follow the Flight Data Recorder (FDR) maintenance program?</p> <p>Note(s): <i>Verify the operator maintained a conversion document to convert recorded values to corresponding engineering units or discrete states. Is there an established correlation between the values recorded by the flight data recorder and the corresponding values being measured.</i></p> <p><i>Verify operator performed scheduled checks and FDR data review that ensures recorded data is within the required range, accuracy, and recording intervals.</i></p> <p><i>Verify the operator retained a minimum of 25 hours of aircraft operating data.</i></p> <p><i>Verify the operator retained FDR data and the recording media for 60 days (or longer at the request of the Board or the Administrator) in the event of an</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	<p><i>accident.</i></p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	
1.29	<p>After installation or maintenance on an ATC transponder did records indicate the operator tested and inspected the integrated system to verify compliance with 14 CFR part 91.413(b)?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.30	<p>When required were test flights accomplished in accordance with the Maintenance Program?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.31	<p>Regardless of where the aircraft was located or who was performing the maintenance function, did the operator demonstrate adequate oversight to ensure their aircraft were airworthy and maintenance was accomplished in accordance with its manual?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.32	<p>Did the operator's maintenance organization appropriately exercise authority and responsibility for the overall Maintenance Program, all of its elements and functions, including delegated responsibility?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.33	<p>Did the operator follow policies, procedures, instructions, and information for this element?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.34	<p>Did the operator follow controls for this element?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.35	<p>Did the records for this element comply with the instructions?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.36	<p>Were the process measurements for this element:</p> <ul style="list-style-type: none"> • Effective in identifying actual or potential problems, and • Did the operator identify and take corrective action for identified problems? 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	
1.37	Were the observed interfaces identified and documented by the operator? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.38	Were the observed interfaces, identified and documented by the operator, adequate to ensure that the intended results were achieved? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

EPI SECTION 1 - PERFORMANCE OBSERVABLES Drop-Down Menu	
1.	Personnel.
2.	Tools and Equipment.
3.	Technical Data.
4.	Policies, procedures, instructions, or information.
5.	Materials.
6.	Facilities.
7.	Controls.
8.	Process Measures.
9.	Interfaces.
10.	Desired Outcome.
11.	Other.

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective:

Answers to questions in this section address the responsibility and authority of the people who manage this process. They will help determine if there is a qualified and knowledgeable person who:

- Is responsible for the process
- Is answerable for the quality of the process
- Has the authority to establish and modify the process.

Note: *The person with the authority may or may not be the person with the responsibility.*

Tasks

	The inspector shall accomplish the following tasks:
1	Identify the person who has overall responsibility for the processes associated with this element.
2	Identify the person who has overall authority for the processes associated with this element.
	Note: If there have been no major changes in key personnel or the program since the last SAI or EPI was accomplished, then only answer questions 1 and 2 below, and select "No Change" (N/C) for the remaining questions. If changes have occurred that affect the responsibility or authority attributes for this element, then accomplish all tasks and answer all questions.
3	Review the duties and responsibilities for the person(s) who manage the processes associated with this element.
4	Review the appropriate organizational chart.
5	Discuss the processes associated with this element with the management personnel identified in tasks 1 and 2.
6	Review the qualifications and work experience of the management personnel identified in tasks 1 & 2.

Questions

2.1	Is the identified person who is responsible for the quality of the processes associated with this element actively filling that position? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.2	Is the identified person who has authority to establish and modify the operator's policies, procedures, instructions and information for the processes associated with this element actively filling that position? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.3	Does the responsible person know that he/she has responsibility for the processes associated with this element? Updated: Rev # 3 on 09/15/2009	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	Kind Of Question: Flag, Supplemental, Domestic	
2.4	Does the person with authority know that he/she has authority for the processes associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.5	Does the person with responsibility for the processes associated with this element meet the qualification and work experience standards? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.6	Does the person with authority to establish and modify the processes associated with this element meet the qualification and work experience standards? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.7	Does the person with responsibility understand the controls, process measurements, and interfaces associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.8	Does the person with authority understand the controls, process measurements, and interfaces associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.9	Does the person with responsibility know who has authority to establish and modify the processes associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.10	Does the person with authority know who has the responsibility for the processes associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES	
Drop-Down Menu	
1.	Assignment of responsibility.
2.	Assignment of authority.
3.	Does not understand policies, procedures, instructions, or information.
4.	Does not understand controls.
5.	Does not understand process measurements.
6.	Does not understand interfaces.
7.	Span of control.
8.	Position vacant.
9.	Other.

